GOVERNMENT OF INDIA
COMMUNICATIONS
LOK SABHA

UNSTARRED QUESTION NO:1816
ANSWERED ON:26.07.2017
Network Connectivity of BSNL
Singh Shri Bhola

Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether the Government has issued any guidelines to Bharat Sanchar Nigam Limited (BSNL) to provide better network facilities to rural areas in the country;

(b) if so, the details thereof; and

(c) if not, the reasons therefor?

Answer

THE MINISTER OF STATE (IC) OF THE MINISTRY OF COMMUNICATIONS &
MINISTER OF STATE IN THE MINISTRY OF RAILWAYS
(SHRI MANOJ SINHA)

(a) to (c) Telecom Regularity Authority of India (TRAI) has laid down the Quality of Service standards for Basic Service (Wireline) and Cellular Mobile Service (2G & 3G), Broadband Wireless Regulation & Wireless Data Regulations. These regulations are applicable to all the service providers including BSNL. The Quality of Service parameters and their benchmarks laid down through these regulations are applicable for the service area as a whole which includes rural areas too. The specific parameters for "Fault Repair" in respect of Basic Telephone Service (Wireline) for rural areas are as follows:-
Fault Repair
For rural and hilly areas:
By next working days: =75% and within 7 days:100%
Rent Rebate
Faults pending for >3 days and < 7 days: Rent rebate for 7 days.
Faults pending for >7 days and =15 days: Rent rebate for 15 days.
Faults pending for > 15 days: Rent rebate for one month.

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